

**DIRECT TESTIMONY OF WILLIE J DAVIS JR  
FOR**

**RE: MRS. SARAH MORGAN DAVIS COMPLAINANT/PETITIONER V. SOUTHLAND UTILITIES,  
INC., DEFENDANT/RESPONDENT**

**Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND OCCUPATION.**

**A.** My name is Willie J Davis Jr. My business address is 1925 Marion Street, Columbia, South Carolina 29201. I am employed by Professional Buyers Advantage, dba "PBA" as the President of the company. PBA is a small minority owned state and federal contractor which provides both goods and services to our clients. I have been the President of Professional Buyers Advantage since 2003.

**Q. PLEASE STATE YOUR EDUCATIONAL BACKGROUND.**

**A.** I have a Bachelor's Degree in Psychology from The Citadel, The Military College of South Carolina.

**WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

The purpose of my testimony is to clarify, explain and defend my wife's and my position on a high bill complaint delivered to the ORS by myself on behalf of my wife Sarah Morgan Davis for service at 207 Summerwood Drive, West Columbia, SC.

**SUMMARIZE THE COMPLAINT ORS RECEIVED FROM MRS.  
DAVIS AGAINST SOUTHLAND?**

**A.** Upon receipt of the July 12<sup>th</sup> thru September 13<sup>th</sup> 2011 water bill showing 263,270 gallons of usage Sarah and I thought there had been a billing error and the utility had

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charged us for the entire neighborhoods usage for the time in question. I immediately began to try and contact the utility and request another meter reading and calibration of the meter. Both of these activities were done and the utility said that the bill was correct and we were offered a payment plan. I assured them that this usage could not possibly be correct for this household as it depicts the usage of a medium size municipal hospital not a 3 bedroom 2 bath private home. The customer service rep said that I should look for a leak on the property. I told her that I wouldn't consider 263,000 gallons of water a leak as much as a LAKE of water somewhere. I was trying to be light hearted about the situation because I thought surely no reasonable person or company would actually believe that a single family dwelling could actually use or without any signs or indication loose 263,000 gallons of water. I was quickly assured that the company was serious and expected us to pay this bill. This is when my wife and I started to investigate our rights and other alternative ways to handle this dispute and contacted the ORS for assistance. We informed our landlords of the water bill and the suggestion of a possible leak. The landlord Mr. Ronaldo Dominguez came by the house on September 3, 2011 and after an exhaustive search found a piece of pipe at the front of the house under the water faucet with a hole in it the size of a pin hole pointing up toward the surface. It should be noted that in this area the ground looked as if someone had spilled a 20 oz soda on that spot. There was not a lot of mud, water, or anything that would indicate a water loss as big as 263,000 gallons. That repair was made the same day with some material that Mr. Dominguez already had at home. Although it may not be facts I'd like my other thoughts to be on the record as well. I feel Southland has a responsibility to their customers. If they have the privilege of pumping water into our homes then they surely inherit the

responsibility to do it properly. They should have software that discovers unusually high water usage before and during the usage, not after like Ms. Karen Sasic admits they have currently. What good is that software to the customer after the fact? If the utility had a line rupture like they just had recently and they have to shut down service in order to make repairs and check the water quality and ensure the safety of their product to their customers. Should I be able to bill the utility for the lack of delivery and inconvenience that they caused me? Having to boil my water, not take a shower at my usual time, if at all, all because this unexpected act of god occurred? I would think not. Then why should they think that they can bill me for the same. If we've discovered a leak on the premises and repaired it as soon as we found it. If the historical data for billing doesn't support it, why should they think it is reasonable for them to bill me for it? A gas pump has an automatic cut off switch to keep from over flowing your tank. An electrical socket is built with a GFCI to kill the circuit in case something out of the ordinary happens and could be dangerous. Why doesn't my water company have something in place that can protect me from high billing or water damage if an "ACT OF GOD" occurs? Where is the "shared" responsibility? Why is it all the consumers fault? To date there are at least 3 different occasions where the water meter has been read and called accurate and within prescribed limits. I am amazed to see that there is a declining trend on the meter, starting at 98.9% and ending at 97.1%. This 2 percent swing in the meter could represent an additional 5,260 gallons of water on a usage of 263,270 gallons. This maybe o.k. for the provider but it is not o.k. for me as a consumer. We as consumers need to be charged for EXACTLY what we use, no more and no less.

**Q:** Is this the end of your testimony?

**A: Yes it is.**

----- Forwarded message -----

From: **Scott Elliott** <[selliott@elliottlaw.us](mailto:selliott@elliottlaw.us)>  
Date: Tue, Jan 17, 2012 at 8:34 AM  
Subject: Read: Testimony of Willie J Davis Jr.  
To: [wil@pbaworks4u.com](mailto:wil@pbaworks4u.com)

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To: Edwards, Nanette; Scott Elliott  
Subject: Testimony of Willie J Davis Jr.  
Sent: 1/16/2012 7:10 PM

was read on 1/17/2012 8:33 AM.

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